

## Services Offered at the Hub

*The Hub provides a broad range of essential supports to meet the immediate and long-term needs of individuals experiencing homelessness.*

### **Key Services**

- **Basic Needs** – food, washrooms, hygiene supplies, clothing
- **Shelter & Housing** – emergency shelter, extreme weather response, housing
- **Income & Employment** – income assistance, employment connections, identification
- **Health & Wellness** – access to health care, connection to addiction treatment, Indigenous cultural supports

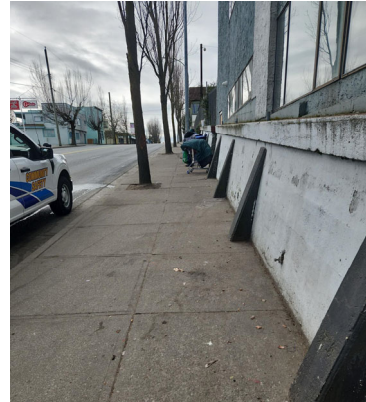
## Hub Impact Highlights

*(as of 2025-JUN-15)*

- **314+ unique individuals** supported through daytime services
- **77 average daytime visits** per day
- **12,658 daytime visits** recorded in total
- **93% overnight shelter occupancy** since opening
- **10+ people turned away** per night due to full shelter capacity (as of 2025-APR-30)
- **14 individuals housed** through Hub support (supportive housing or private rentals)
- **135 BC Housing Registry applications** completed at the Hub
- **68 Vulnerable Assessment Tool** completed at the Hub
- **170 unique individuals on By-Name list** for new HEARTH units (as of 2025-JUL-03, 33 Indigenous, 36 seniors, 5 youth, 6 people living with disabilities)
- **34% of Hub shelter guests identify as Indigenous**

## Hub Impact Highlights

(as of 2025-JUN-15)



## Hub Impact Highlights

(as of 2025-JUN-15)



## Hub Impact Highlights

(as of 2025-JUN-15)



## Neighbourhood Impact

*Community Safety Officer Service Files – January to June 15, 2024/2025, 100 Block of Victoria Road*

| 2024 Calls for Service –<br>100 Block Victoria Road<br>(January to June 15) | 2024 Proactive Service –<br>100 Block of Victoria<br>Road (January to June 15) | 2025 Calls for Service –<br>100 Block Victoria Road<br>(January to June 15) | 2025 Proactive Service –<br>100 Block of Victoria<br>Road (January to June 15) |
|---|--|---|--|
| 40  | 215  | 17  | 135  |

*Community Safety Officer Service Files – January to June 15, 2025, The Hub*

| 2025 Calls for Service –<br>The Hub<br>(January to June 15) | 2025 Proactive Service –<br>The Hub<br>(January to June 15) |
|---|---|
| 117   | 94  |

## Neighbourhood Impact

*Nanaimo RCMP Service Files – 2024 Year to Date, January to June 11, 2024/2025, 55 Victoria Road, 100 Block Victoria Road, and 100 Block Nicol Street*

| Address               | 2024 Service Files<br>(Year End) | 2024 Service Files<br>(January to June 11) | 2025 Service Files<br>(January to June 11) |
|-----------------------|----------------------------------|--|--|
| 100 Block Victoria Rd | 28                               | 16   | 8  |
| 55 Victoria Rd        | 45                               | 22   | 55   |
| 100 Block Nicol St    | 254                              | 143  | 113  |

## Neighbourhood Impact

*Nanaimo Fire Incidents – January to June 24, 2024/2025, 100 blocks Victoria Road and Nicol Street, Between Crace and Finlayson Streets*

| Year – January to<br>June 24 | Total Incidents | Total Fires –<br>Burning/Nuisance<br>Complaints, Structure Fires<br>& Vehicle Fires | Total Overdoses |
|------------------------------|-----------------|---|-----------------|
| 2024                         | 86              | 11  | 38              |
| 2025                         | 72              | 28  | 18              |

*Total calls for 55 Victoria Road, January to June 24*

- 2024 – 30
- 2025 – 24

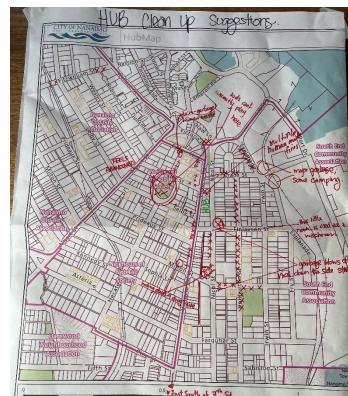
## Neighbourhood Impact

Community impacts and concerns received from residents and businesses

- Increases in open drug use and traumatic behaviours
- Incidents of victimization and criminal activity
- Heightened levels of social disorder
- Increased traffic safety risks on Nicol Street
- Substance-affected individuals navigating sidewalks or attempting to cross the road

## Neighbourhood Impact

- Nicol Street
- Victoria Road
- Crace Street
- Finlayson Street
- Nob Hill Park



## Mitigation Strategies

- Enhanced coordination for community safety
- Facility and service management
- Boundaries for service users
- Monitoring and enforcement measures
- City services and supports

## Mitigation Strategies- Next Steps

- *High demand continues*
  - 52 new first-time visitors per month on average
- *Winter shelter closures and reduced services increase pressure on the Hub*
  - Immediate need for more daytime and overnight shelter spaces; housing alone is not enough
- *Temporary HEARTH units will help reduce numbers at the Hub*
  - Individuals are being provided housing through Encampment Response Plan process but there are not enough units to meet overall need

## Mitigation Strategies- Next Steps

- *Entrance relocation to Victoria Road under way*
  - Pending fire code and staffing resources
- *Looking for more suitable locations for lease*
  - Leased space remains difficult to secure due to limited resources and service nature
- *Neighbourhood impact is inevitable*
  - Requires a coordinated, cross-sector response

## Financial Considerations

- **Option 1:** Continue full funding for 2026 and begin relocation planning
- **Option 2:** Provide bridge funding for winter 2025/2026 only
- **Option 3:** End city funding as outlined in the service agreement
- **Option 4:** Terminate agreement with United Way BC for Drop-in Hub services



## Recommendation

*That the Finance and Audit Committee recommend that Council:*

- 1. allocate the \$500,000 designated in the Special Initiatives Reserve for homelessness initiatives to match funds provided by the Reaching Home Community Advisory Board to continue to support the Hub daytime services in 2026; and*
- 2. direct Staff to work with Hub service providers and United Way BC to identify and secure a more suitable location while conducting operational improvements at the current site until relocation occurs; and*
- 3. direct Staff to report back to the Finance and Audit Committee in fall 2025 with an update on relocation status.*